# 2003-05 Performance Progress Report
## For Quarter Ending 9/30/2003

*Agency 111*
## Department of Personnel

## Mission

The mission of the Department of Personnel is to support and facilitate state government's efforts to attract, develop, and retain a productive and diverse workforce that is capable of delivering quality services to the citizens of Washington State.

**Goal** Provide competitive, value-adding consultation, assistance, and service that is clearly focused on customer needs and outcomes, and is flexible with regard to process and regulation.

**Performance Measure** Customer feedback index at milestones of development of the new Human Resource System

*  *SW #11 Improve the ability of state government to achieve its results efficiently and effectively.*

|  | Fiscal Year 2004 | | | | Fiscal Year 2005 | | | |
|---|---|---|---|---|---|---|---|---|
| **Output** | **Quarter 1** | **Quarter 2** | **Quarter 3** | **Quarter 4** | **Quarter 5** | **Quarter 6** | **Quarter 7** | **Quarter 8** |
| Estimate |  |  |  | 85% |  |  |  | 85% |
| Actual |  |  |  |  |  |  |  |  |
| Date Measured |  |  |  |  |  |  |  |  |

**Goal** Provide training, development, and employee assistance services to enhance the skills, knowledge, and productivity of the state government workforce.

**Performance Measure** Average training participant evaluation ratings on a scale of 1-5

*  *SW #2 Improve the quality and productivity of the workforce.*

|  | Fiscal Year 2004 | | | | Fiscal Year 2005 | | | |
|---|---|---|---|---|---|---|---|---|
| **Outcome** | **Quarter 1** | **Quarter 2** | **Quarter 3** | **Quarter 4** | **Quarter 5** | **Quarter 6** | **Quarter 7** | **Quarter 8** |
| Estimate |  |  |  | 4.3 |  |  |  | 4.3 |
| Actual |  |  |  |  |  |  |  |  |
| Date Measured |  |  |  |  |  |  |  |  |

**Goal** Develop and administer job classification and compensation systems that are equitable for state employees and adaptable to agencies changing business needs,  Recruit high quality and diverse candidates for state jobs as efficiently as possible.

**Performance Measure** Number of new Internet Application (Inet App) recruitments

*  *SW #11 Improve the ability of state government to achieve its results efficiently and effectively.*

|  | Fiscal Year 2004 | | | | Fiscal Year 2005 | | | |
|---|---|---|---|---|---|---|---|---|
| **Outcome** | **Quarter 1** | **Quarter 2** | **Quarter 3** | **Quarter 4** | **Quarter 5** | **Quarter 6** | **Quarter 7** | **Quarter 8** |
| Estimate |  |  |  | 100 |  |  |  | 100 |
| Actual |  |  |  |  |  |  |  |  |
| Date Measured |  |  |  |  |  |  |  |  |

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**Performance Measure**    Agencies satisfied with Inet App candidates quality and quantity

*   *SW #11 Improve the ability of state government to achieve its results efficiently and effectively.*

| Outcome | Fiscal Year 2004 | | | | Fiscal Year 2005 | | | |
|---|---|---|---|---|---|---|---|---|
| | **Quarter 1** | **Quarter 2** | **Quarter 3** | **Quarter 4** | **Quarter 5** | **Quarter 6** | **Quarter 7** | **Quarter 8** |
| Estimate | | | | 85% | | | | 85% |
| Actual | | | | | | | | |
| Date Measured | | | | | | | | |